



## WELCOME

We are so excited to welcome you to the BCIT Student Association Childcare Centre. We look forward to getting to know you and your child. This handbook will provide you with important information you will need to know when your child is in our care.

Our exceptional team of educators will provide a fun, play based, nurturing, and inclusive environment. Please keep this handbook for reference.

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# History

The BCITSA Childcare opened its doors in 2013 in response to the growing need of childcare for Students and Staff at the BCIT Burnaby Campus. We opened our first Centre (25 spaces) for children 3-5 years old in January 2013. In 2017 we opened an additional Centre (25 spaces) for children 3–5-year-old and a toddler Centre (12 spaces) for children 18 months to 3 years. This made our total number of spaces 62. Our center's have remained full with an ever-growing waitlist. We give both Students and Staff of BCIT as well as Student Association Staff priority on this list; however we serve the outlying community as well.

# Philosophy

The BCITSA Childcare Centre values and respects each child as a unique individual. We believe in fostering healthy social and emotional development, rich language, physical growth, cognitive learning, and self-help skills in an inclusive, play-based program. Our goal is to introduce children to the world of wonder. We understand play as essential in developing critical thinking abilities and creativity. In our centres, children spend their days exploring their world with many opportunities to play in both indoor and outdoor environments.

Our play-based philosophy includes a blended approach with child-lead and theme-based learning. We engage with the arts including music and visual arts, with language and literacy, with mathematical concepts and numeracy, and physical activity. We introduce children to topics that spark their imagination. To enhance children's physical growth and development we consider nutrition, sleep habits and overall health integral for learning. A carefully planned program will assist the child in gaining independence, confidence, responsibility and respect for themselves and others.

We believe it is vital to establish a caring, trusting, and inclusive relationship with each child and their family.

## Our principles are:

1. Children are strong, capable in their uniqueness, and full of potential.
2. Families have the most important role in contributing to children's well-being and learning.
3. Educators are researchers and collaborators.
4. People build connection and reconnection to land, culture, community and place.
5. Environments are integral to well-being and learning.
6. Play is integral to well-being and learning.
7. Learning is holistic.
8. By nurturing a sense of well-being and belonging, children learn about and investigate the world around them.

*Taken from the BC Early Learning Framework.*

## Mission

Our mission is to have a solid reputation as one of the best Childcare Centres in Burnaby, one that communities, families and staff take pride in.

We are committed to being a leader in providing the highest standard of program for child development at every stage. Our goal is to provide a safe, trusting, and respectful environment for children, families, and staff.





# ROLES & RESPONSIBILITIES

## Staff

Our staff are responsible for the safety and wellbeing of the children in their care and to support parents/guardians. Staff follow policies and procedures as set by the BCIT Student Association, as well as Provincial Licensing rules and regulations. Staff maintain their emergency childcare first aid, Early Childhood Education (ECE) or Early Childhood Education Assistant (ECEA) license and many have specialized in infant and toddler or special needs care.

All our staff are hired based on educational requirements, positive references, related experience, and criminal record checks.

## Parents/Guardians

Parents or Legal Guardians with children enrolled in the Childcare Centre are expected to be familiar with all Policies and Procedures of the Childcare Centre related to the care of their children, the childcare programming, fees payment and general operational procedures. Our staff does their best to communicate with parents frequently. Parents are always welcome to request a meeting with the staff if they require a more detailed discussion about any issue or concerns.

# Duty to Report

All Staff are required by law to report suspected or disclosed child abuse. We are not permitted to contact parents unless specifically directed to do so by the Ministry of Children and Family Development. It is not our responsibility to determine if abuse has happened; it is the responsibility of the Ministry to investigate and decide if abuse has occurred. These procedures are designed to protect the child.

If an employee or other individual within the Childcare Centre that is in contact with children is suspected of or has been witnessed abusing a child, the matter shall be brought to the attention of the Childcare Director. If the Childcare Director is suspected or is under investigation for suspected child abuse, the Executive Director shall act as the Childcare Director for the purpose of this section of the Policy.

All staff will complete Child Protection Training at time of hire and review annually.



# CHILD GUIDANCE

Our philosophy for guidance is to always maintain a respectful, encouraging, and positive approach in guiding children's behaviour. We believe that children are unique individuals whose behaviour and development are affected by their culture, their environment, and their experiences. Guidance is an integral part of early childhood experience. Guidance and discipline vary for each child. We acknowledge children's differences, set reasonable expectations, and use appropriate guidance. Learning how to share, cooperate and recognize their feelings and react appropriately is an ongoing process. Consequently, some aggressive behaviour may occur (i.e.: hitting, yelling, biting, kicking etc.).

Although we do not allow this behaviour to persist, it takes children time to learn more acceptable ways of dealing with their anger and frustration. Staff will teach and assist children to achieve these skills at daycare, and will enlist parents to help with consistency.

## Educators will:

- Set up a developmentally appropriate environment with multiple spaces for solitary and group play, both inside and outside.
- Model positive social behaviour and respect always.
- Redirect, along with simple explanation.
- Use natural and logical consequences.



- Set limits and boundaries and ensure they remain consistent between all educators.
- Offer developmentally appropriate choices when possible. This allows the child to be part of the solution.
- Ensure their first priority is always the safety of ALL of the children.

**At no time will the Educators use corporal punishment including, but not limited to the following:**

- Striking a child directly or with physical objects.
- Shaking, shoving, pulling, spanking or any form of aggressive physical contact.
- Harsh, humiliating, belittling, yelling or degrading responses including verbal, emotional or physical.
- Confinement of or isolation of a child or children.
- Show or demonstrate any kind of favoritism amongst children.
- Deprivation of a child's basic needs; food, water, shelter, clothing, bedding, or use of the washroom.

**Educators will follow and teach 3 simple rules:**

1. Be kind to yourself.
2. Be kind to your friends and teachers.
3. Be kind to our things.

**The main priorities of child guidance are:**

- To help children learn social skills that will enable them to get along with other people.
- To maintain classrooms in which each child can feel secure and comfortable while learning.

The goal of positive guidance is to develop children's self-control, encourage children to assume responsibility, and assist them in making good decisions. As a professionals in the field of early care and education our educations value childhood and understand that this is a time of learning.



# TERMINATION OF SERVICES

When a conflict arises, staff will make every effort to work with the family to resolve the issue to mutual satisfaction of all parties, provided the arrangement does not compromise the beliefs of the BCITSA Childcare, put staff, the child, or other participants at risk, or diminish the value of the BCITSA Childcare experience for other participants.

All situations are dealt with on an individual basis, considering the specific needs and circumstances of the family. After working with the family and making every effort to resolve the situation, the Director may come to the decision that it is not appropriate for the child to continue involvement in the centre.

**The following are some situations where this would be the case:**

- **Behavioural concerns:** If the BCITSA Childcare is not equipped to deal effectively and appropriately with a child whose behaviour requires ongoing significant intervention, such as persistent unprovoked physical violence, persistent bullying, verbal harassment, or unauthorized departure of the centre. If the staff recognize that they will be unable to support your child even until BC Centre for Ability is contacted and support has been put in place, your child will be asked to leave the centre. Once funding has been obtained, staff have been hired by BCITSA, your child will be welcomed back when a space is available.
- **Unresolved custody issues:** If a family's custody issues result in continuous conflicts at the centre, and places the child, staff and other children at risk.



- **Inappropriate conduct by child or parent**, including harassment, threatening behaviour, violent acts towards staff, children or other families involved in the program.
- **Late pick up issues** (please see late pick up policy on page 15 of this document)
- **Non payment of fees.**
- **Philosophical differences:** When the needs and opinions of a family do not fit with the philosophy, policies and procedures of BCITSA Childcare.

We realize that our Centre may not meet the needs of every child, and our last resort will be to ask a child to leave. However, our first and most important concern is always your child and the other children in our care.



# DIVERSITY AND INCLUSION

BCIT Student Association Childcare Centre, is committed to inclusion where children are welcomed and know they belong. Inclusion of children's diverse abilities, care needs, development, culture, spirituality, family composition, and identification allow all children to participate meaningfully in all aspects of our child care programs. We encourage parents to share any information that may help in the care of your child.

- Inclusion is reflected in all BCITSA Childcare Centres policies and practices, staffing, and environment.
- Our aim is to support the individual needs of each child. All children are welcomed, respected, supported and valued allowing them to participate meaningfully in all aspects of the program.
- We are committed to modeling inclusion for the entire Childcare centre, and to maintaining an inclusive environment with equitable access, support, and participation for all children.
- We learn about each child from the family first upon registration. Inclusion means knowing and welcoming all families.
- Our program adapts to meet the needs of all children, so children of all abilities have equitable access to quality child care. Knowledge of each child's growth, development, and needs allows the program to adjust with an awareness of the child.
- Our educators work as a team to collectively meet the needs of all children. Enhanced staff, if funding is available, may be added to meet the needs of all children in the group.
- We support families through referrals and partnerships with other organizations (Fraser Health, BC Centre for Ability, Aboriginal Supported Child Development (ASCD)) that offer specialized/additional services to children who require extra supports.

- We welcome early intervention service providers into our child care programs including speech language pathologists, physio, occupational and behavioural therapists, ASCD specialists and others are appropriate.

This policy reinforces our commitment to providing equitable service to all children regardless of abilities, physical or health needs, gender, race, ethnic origin, nationality, national origin, religion or belief.

### **To provide inclusive childcare BCITSA Childcare Services strives to ensure that:**

- All interior and exterior learning and care areas in our Childcare centres are accessible for all children attending our programs.
- Adaptations to furniture, equipment and spaces, where necessary, are made to reduce or remove barriers for children's diverse abilities.
- Learning experiences reflect the unique interests, abilities, cultures and needs of the children in our programs.
- Learning materials, equipment, toys and books reflect people of diverse abilities and diverse cultures.
- Learning materials are visible and at the children's level so that every child can access materials independently.
- Adjustments are made when possible to routines and transitions, so every child's learning experience is positive.

## **Professional Development and Training**

BCITSA Childcare Centre aims to hire educators who have completed their Special Needs Post Basic training. Additional training on inclusion is encouraged and supported by BCITSA Childcare Centre.

When a child with complex needs is enrolled in our program, all educators within that program will receive specialized training from the appropriate professional(s) to support the safety, well-being and successful inclusion of the child.

Staff are required by Licensing to obtain 40 hours of training per 5 years to maintain their ECE/ECEIT/ECSN license.





# PROGRAM INFORMATION

## Hours of operation:

Our hours of operation vary depending on the Centre. Please see Appendix 1 at the end of this document.

## Closures

### Statutory Holidays:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Labor Day
- National Truth and Reconciliation Day
- Thanksgiving
- Remembrance Day
- Christmas Day
- Boxing Day

## Winter Closure

Winter Closure is a two-week period during December and January where BCITSA and its services are closed. The exact dates of the Winter Closure shall be published by the first day of October every year.

## Unscheduled Closures

In the case of extreme weather and the BCIT Campus is closed, the BCITSA Childcare will be closed. It is a Parent/Guardians responsibility to check the BCIT website for closure and reopening. If inclement weather happens mid-day and BCIT has announced an early closure, we will contact you for immediate pick up. If there is a warning of inclement weather and you or your emergency contact would be unable to pick up within the hour, please keep your child home for the day to be safe.

In the case of other unscheduled closures such as plumbing issues, power outages etc., the center's may be unable to open or remain open and require early pick up. If this occurs the Centre will contact each parent for pick up. If staff is not able to contact you, they will wait 15 minutes for your return call and then contact your emergency contacts for pick up.

## Staff Professional Day Closure

Each year our Centre will close one full day and 1 early closure for Staff Professional Development. It is mandatory for our educators to attend professional development to maintain their Early Childhood Educator credentials. The date/dates will be announced well in advance to provide parents time to obtain alternate arrangements.

## Drop Off & Pick Up

The safety and well-being of all children is of the utmost importance to us. As per government regulations, children must be signed in and out of the childcare every day they attend. Your signature must be in ink and legible. Please remember we have a 9 hour maximum stay policy.

## **Arrival Process:**

- Sign your child in
  - Who is dropping off?
  - What is your estimated time of pick up?
  - Who will be picking up?
- Help your child get ready for their day!
  - Help them change into inside shoes.
  - Hang up jacket.
  - Make eye contact with teacher and leave your child for the day.
  - Never leave your child in the cubby room on their own.

## **Departure Process**

- Sign your child out with signature and time.
- Help your child change their shoes (if they are playing inside)
- Check your child's cubby for items that need to be washed or replaced or for any notes left by the staff.
- Keep pick up time brief to avoid disruption.
- Once you have signed your child out, please take your child home for the day.
- We are teaching the children that when your parent comes to pick up, it is family time and time to go home. Although many children would love to stay and play, please remember your child has been at daycare all day and will be back again tomorrow to play with their friends. Extra parents in the yard at pick up time makes it very difficult to supervise the children still in the teachers' care.

Please note that teachers are able to chat briefly with parents at the end of the day. If you require a more in-depth conversation, we would be more than happy to schedule a time that is convenient for you and the Senior Supervisor to talk.



## Late Pick Up

We expect that all children are picked up on time, respecting our staff's work schedules and personal commitments.

If your Centre closes at 5:30 we expect parents to arrive, gather their children and leave the Centre by 5:30 at the latest. This allows staff to leave at closing time when their shift is finished.

### Late Pick Up Fee

First late pick up will receive a verbal warning.

**\$0.00** between 0-4 minutes after the closing of the specific childcare program of the child

**\$10.00** between 5 and 10 minutes after the closing of the specific childcare program of the child

**\$20.00** between 11 and 15 minutes after the closing of the specific childcare program of the child

**\$30.00** between 17 and 22 minutes after the closing of the specific childcare program of the child

**\$40.00** between 23 and 30 minutes after the closing of the specific childcare program of the child.

Please note that 3 late pick-ups, even if between 0-4 minutes, will result in the review of your child's space in the Centre and possible termination of services.

### Failure to Pick Up

If a child is not picked up by closing time and no contact has been made by parent, staff will attempt to contact parent/guardian or emergency contact. If after 30 minutes staff are unable to contact parent/guardian or emergency contact, staff will call the Ministry for Children and Family Development who will take your child into care until you can be located.

## Alternate Pick Up

You are required to notify the Director of Childcare Services if someone other than those listed on the authorized pick-up list will be picking up your children. We will require written confirmation that stated person is permitted to pick your child up. If this person is unknown to staff, they will be asked to show photo ID. If you are not able to contact the Director of Childcare Services, you may contact the Centre directly and speak with the staff to confirm you are permitting said person to pick your child up. It must be followed up by an email to the Director of Childcare to be kept on file.

## Gradual Entry

There will be a three-day gradual entry process for any child entering the 3-5 program, including children moving from the Toddler Centre. This allows parents and children to get to know their new surroundings and teachers

There will be a three-day gradual entry process for children entering the toddler program. Gradual entry may be extended to five days if your child is having troubles settling in. We want to ensure your child's first experience is a positive one.

## Food Allergies & Nutrition

Families are encouraged to provide nutritious food for their child. Please support your child's healthy lifestyle and avoid sending foods such as candy, chocolate, sugary drinks or other high sugar foods to daycare.

Lunch bags will be kept in your child's cubby until snack/lunch time. Items to be kept warm must be packed in a thermos, items that require refrigeration must include a cold pack to keep them cold.

Please pack your child's morning snack, lunch, afternoon snack in separate marked containers. It is very overwhelming for a child to open a large container with the entire days' food in it.

**We are a nut free facility and will notify all parents of other allergies and restrictions in the classroom.**

## Birthdays and other special occasions

Each Centre has a special way to celebrate birthdays with your child and this will be communicated to you when they start in the Centre.

## Medication and illness policy

Staff will not administer any non-prescription medication (Tylenol, cough syrup etc.). If a child is requiring these medications during the day, they should stay home to recover and return when they are feeling better. If a child requires prescribed medication, it must be accompanied by a “administration of medication form”. This form must be signed by a doctor before being submitted.

Children that exhibit the following symptoms shall be asked to stay home:

- Continuous and or copious clear nasal discharge.  
*If this is because of allergies, it must be accompanied by a doctor's note.*
- Continuous yellow or green colored nasal discharge.
- Persistent and/or continuous coughing or sneezing
- Temperature of 38C within the last 24 hours
- Vomiting any time over the past 24 hours. Children must be kept home for 24 hours after the last time they vomit.
- Diarrhea at any time in the past 24 hours. Children must be kept home for 24 hours after their last bout of diarrhea. Staff will send a child home if they have 2 bouts of diarrhea during the day.
- Your child is just not feeling well.

Children that are sick or otherwise unable to fully participate in all activities at the Childcare Centre shall be asked to stay home to recover. Your child will recover much more quickly if they are able to rest at home. This also helps keep the other children and staff healthy.

If your child contracts a communicable disease, Parents/Guardians shall notify the Staff and/or Director as soon as possible.



- A Doctor's note may be required as proof that a child is well enough to return to Childcare after contracting a communicable disease.

Staff will be informed of all children requiring an epi-pen due to an allergy. A care-plan will be created by the Centre and Parents/Guardians and all staff will be trained how to administer.

## Naps

All children in our programs are required to have a nap/quiet time – a time to relax and to reflect on the morning's activities, a time not to have to interact. In group care, naptime/quiet time is an important necessity in the children's routine. Your child is at daycare for a long period of time and requires time to re-group and to relax their muscles and their minds. Children may sleep or simply lay quietly on their beds and relax.

We need to understand that there's a difference between a day at home and a day at daycare. At home, we take the time to wake up, sometimes get up a bit later than usual, the pace is slower, and the presence of other children and noises is limited. At daycare, the day often starts off with an accelerated routine, followed by a morning surrounded by other children, games, and noise. Daycare is exhausting! The child needs to rest to take a break from all these stimuli.

Your child will not be forced to sleep, but if they do fall asleep it is because their bodies and brains need it, and our educators must respect this.

Once naptime routine is finished a child will sleep a maximum of 40 – 60 minutes only, a little longer in the toddler centre.

There is no pick up during nap time, no exceptions. If you need to pick up early, you must pick up before 12:30. Staff will not enter the nap room once the children are down for a nap to bring a child out to go home.

**Nap time/quiet time is non-negotiable and we will not wake a sleeping child earlier than the end of nap time. Nap time is also a time when staff take their needed breaks so they have energy for the busy afternoon.**

## Clothing & Weather

Your child should come to daycare each day wearing clothing that is comfortable and easily washable as daycare can be a messy place. We will send home a list of clothing that should remain in your child's cubby year round when they start daycare. Please note that it is your responsibility to ensure that clothing that is sent home to be washed is replaced quickly.

Please check your child's cubby for items that need to be washed or are too small.

We will be going outside rain or shine.

A yellow and black toy excavator is positioned in a sandbox filled with sand. The excavator has a black bucket and a black arm. The background shows more sand and some wooden blocks.

# REGISTRATION INFORMATION

## Registration Papers

ALL paperwork must be submitted along with your deposit cheque **BEFORE** your child's space is secured.

## Deposit

A non-refundable deposit of ½ months fees will be collected. This will be deposited at time of registration and then used towards your first month's fees. Please note, because this deposit is used towards your first month's fees, there will be no returning of deposit when your child leaves daycare.

## Government Subsidy

If you are applying for Government subsidy, the Director of Childcare will complete the form required from the Centre at your request. If you have submitted your subsidy paperwork to the subsidy office, but confirmation has not yet been received in our Accounting Department, you will pay full fees until it is received. Overpayments will then be used for future fees. If no fees are being charged, you will receive a reimbursement cheque from our Accounting Department.





# FEE ALLOCATION

1. Fees will be reviewed yearly and any adjustment to pricing will be communicated to parents by July 1 of that year.
2. To have priority placement your BCIT student time table or BCIT staff verification will be checked before time of registration. If we are not able to verify student/staff status, the space will be given to the next Student/Staff on the waitlist.
3. A child who enters our toddler centre, will have priority for a space in our 3-5 centre when the are of age. Once a child turns 36 months, they **MUST** leave the toddler centre according to our Licensing agreement. If a space is not available at that time, your child may need to wait, without care in our centre, until they are 36 months and a space is available in one of our 3-5 centres. Your child will have priority. Because of this we may move your child up to the 3-5 centre when they are 30 months as we have space for (2) children under 36 months in our 3-5 centres. This is **ONLY** if your child is developmentally ready to move up. This will be at the discretion of the Sr. Supervisor in the centre. This will be discussed with parents in the spring to give them ample time to make other arrangements. We do our best to accommodate everyone to the best of our ability.
4. If you have a child attending the BCITSA Childcare, their sibling will have priority to enter when they are of age and a space is available.

## **NSF Fees**

Parents will be required to pay a \$45 fee if their PAD is returned for insufficient funds. The payment must be received in form of CASH or CERTIFIED CHEQUE within 3 business days once the family has been notified. Please note that multiple insufficient and PAD fees could result in the termination of services.

## **Tax Receipts**

We will provide parents/guardians with an official Childcare tax receipt on or before February 28 of each year for the prior year's fees.

## **Withdrawal from program**

To ensure a smooth transition during the withdrawal of a child from the BCITSA Childcare Centre, the BCITSA has adopted the following policy.

Parents of enrolled children are expected to provide written notice at least 45 days in advance of the day they wish to discontinue the enrolment of their child/children from BCITSA Childcare. Notice must be given before the 15th of the month. A child's last day of care is always the last day of the month.

For example, a parent wishing to withdraw their child on August 31 would need to provide written notice by July 15th.

If a parent wishes to withdraw their child on August 31, and only provides written notice on July 30th (30 days), they would also be responsible for September fees, unless a replacement can be found to take the September space.